

## 038 - DATA SYSTEMS DEVELOPMENT PROJECTS

### Operational Summary

#### Description:

The Data Systems Development Projects Budget Funds significant new Information Systems Projects.

#### At a Glance:

Total FY 2006-2007 Projected Expend + Encumb:	10,484,533
Total Recommended FY 2007-2008	10,551,010
Percent of County General Fund:	0.350699%
Total Employees:	0.00

#### Strategic Goals:

- The Strategic Goals for FY 2007-2008 are to support the County's Business Drivers of service leadership to its constituents, operational effectiveness, fiscal responsibility and resource optimization. The IT strategic goals include:
- Deploy a viable IT Strategic Planning process
- Identify business-driven technology opportunities
- Define the business architecture and standards to support the short- and long-term IT infrastructure
- Assess current technology environments
- Define future technology environments (Enterprise Architecture and Service Oriented Architecture)
- Deploy the appropriate strategies to achieve this overall vision
- Develop an IT Governance Process that ensures the IT strategic vision is realized
- The Countywide IT Strategic Planning Project will result in a five-year strategic plan and a three-year tactical project plan driven by business needs.

#### FY 2006-07 Key Project Accomplishments:

- Implemented Countywide Common Directory Services
- Completed Business Impact Analysis for County Agencies and Departments
- Rolled-out electronic timekeeping to additional Agencies and Departments
- Upgraded the County's network backbone to support increased data capacity
- Upgraded the Board of Supervisors video on demand
- Implemented E-Mail subscription management (single interface for constituents to subscribe to topics of interest)
- Implemented E-Feedback (suggestion box for constituents)

## Budget Summary

### Plan for Support of the County's Strategic Priorities:

The Data Systems Development budget will implement a wide variety of strategic technology initiatives to support the business needs of County Agencies and Departments. These initiatives range from the development of new applications to support delivery of County Services on-line (eGovern-

ment), implementation of an Enterprise Architecture and an Enterprise Information Security Program that ensures the County's information systems and infrastructure are secure and that privacy and confidentiality regulations are maintained.

### Changes Included in the Recommended Base Budget:

Increase in number of Information Systems project requests.

### Requested Budget Augmentations and Related Performance Results:

Unit Amount	Description	Performance Plan	BRASS Ser.
<b>Increase Net County Cost for Assessment Tax System Rewrite (Strategic Priority)</b> Amount: \$ 4,245,517	Funding is required for implementation of Assessment Tax System (ATS) rewrite Phases 3 and 4.	Maximize current system performance and introduce efficiencies to the current process.	1974

### Proposed Budget History:

Sources and Uses	FY 2005-2006	FY 2006-2007	FY 2006-2007	FY 2007-2008	Change from FY 2006-2007	
	Actual	Budget As of 3/31/07	Projected <sup>(1)</sup> At 6/30/07	Recommended	Projected Amount	Percent
Total Requirements	14,794,577	15,620,164	12,018,202	10,551,010	(1,467,192)	-12.21
Net County Cost	14,794,577	15,620,164	12,018,202	10,551,010	(1,467,192)	-12.21

(1) Requirements include prior year encumbrance and expenditures. Therefore, the above totals may not match FY 2006-07 projected requirements included in "At a Glance" (Which exclude these).

Columns may not total correctly due to rounding.

Detailed budget by expense category and by activity is presented for agency: Data Systems Development Projects in the Appendix on page A537

### Highlights of Key Trends:

- Increased strategic planning; operations and policy review; and process standardization
- Providing citizens with interactive electronic government and self service

- Provision of a more secure and dependable enterprise network
- Increase of information sharing
- Implementation of best practices

### FY 2007-2008 ReBudgeted Data Systems Development Projects

Agency	Object	Organization	Agency/ Description	Project Name	FY 2006- 2007 Budget	FY 2007- 2008 CEO Recomm.	Funding Sources	
							General Fund	Other Revenue
								Amount      Source
002	0000	512	Assessor	ATS Rewrite - Draw down from Reserves	0	3,777,936	3,777,936	0 Draw down from Reserves

### FY 2007-2008 ReBudgeted Data Systems Development Projects (Continued)

Agency	Object	Organization	Agency/ Description	Project Name	FY 2006- 2007 Budget	FY 2007- 2008 CEO Recomm.	Funding Sources	
							General Fund	Other Revenue
								Amount      Source
038	0000	407	District Attorney	Integrated Criminal Justice System- Phase II	220,000	220,000	220,000	0
038	0000	511	Public Defender	Case Management System Integration	150,000	10,000	10,000	0
038	0000	512	Assessor	Assessment Tax System Re-Engineer	1,100,000	614,971	614,971	0
038	0000	513	Auditor Controller, Treasurer Tax Collector, Clerk of the Board	ATS Re-Write	2,470,000	321,779	321,779	0
038	0000	700	Public Administrator/ Public Guardian	ePages Replacement	500,000	468,216	468,216	0
038	0000	703	District Attorney	Digital Archive	300,000	200,000	200,000	0
038	0000	708	CEO Information Technology	Regional Assessment GIS	300,000	200,000	200,000	0
038	0000	709	CEO Information Technology	IT Policy Review	300,000	148,189	148,189	0
038	0000	711	CEO Information Technology	Support Balanced Scorecard	200,000	100,000	100,000	0
038	0000	712	CEO Information Technology	Workflow Pilot Program	1,250,000	125,000	125,000	0
038	0000	713	CEO Information Technology	County Wide IT Security and Audit Threat Assessment	950,000	165,211	165,211	0
038	0000	717	CEO Information Technology	IT Strategic Plan	850,000	195,950	195,950	0
038	0000	721	CEO Information Technology	311 Customer Service Center	1,500,000	1,332,764	1,332,764	0
038	0000	999	CEO Information Technology	Contingency	544,164	133,825	133,825	0
<b>Total FY 2007-2008 Rebudgeted Capital Projects</b>					<b>10,634,164</b>	<b>8,013,841</b>	<b>8,013,841</b>	<b>0</b>



## Information Systems (Fund 038) Final Budget Recommendations

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts					Recommendations/Comments	
				Fund 038 Budget		Funded in Agency Budget		Total		
				County General Amount	Fund 038 Budget		Amount			Agency/Source
					Amount	Source				
Clerk of the Board										
1	803	Board Commission Committee Contact Management System	\$ 100,000	\$ 0	\$ 0	\$ 0	\$ 0	0	Not Recommended. This project will be combined with Electronic Government (Org 712), and will be funded through the Org 712 allocation. This project will link to Conflict of Interest for transfer of data to ease preparation of necessary correspondence and certificates of appointment. The system will be available on-line to the general public in an effort to solicit nominees for appointments to the various Board Commission Committee positions that are near the end of their term or that are vacant.	
2	802	Web Upgrade	50,000	0	0	0	0	0	Not Recommended. This project will be combined with Electronic Government (Org 712), and will be funded through the Org 712 allocation. The Clerk of the Board web design and electronic, on-line services offered will be enhanced and updated.	
3	804	CAMS Feasibility Study	50,000	50,000	0	0	0	50,000	Recommended. This project will review and enhance the structure and security of CAMS.	
4	801	Online Filing of Conflict of Interest Form 700	250,000	0	0	0	0	0	Not Recommended. This project will be combined with Electronic Government (Org 712), and will be funded through the Org 712 allocation. This project will allow filers to file their assuming, annual and leaving Conflict of Interest (COI) statement, form 700, online. It will collect the necessary data, and electronically transport the paperless document to the appropriate filing officers/officials database. Individuals required to file with multiple entities need only file one time and all authorities will be notified. Filers will be able to copy the prior year's data and make changes where necessary prior to submittal. In addition, this automation project will enable Clerk of the Board to track mandatory ethics training (AB 1234) that applies to various authority members and elected officials.	

## Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts						Recommendations/Comments	
				Fund 038 Budget			Funded in Agency Budget		Total		
				County General Amount	Fund 038 Budget		Amount	Agency/Source			
					Amount	Source					
Community Services Programs											
1	n/a	Universal Tracking System	\$ 200,000	\$ 0	\$ 0	\$ 200,000	Federal WIA	\$ 200,000	On July 1, 2005, the Department of Labor required States to begin reporting a quarterly count of clients who visit the One-Stop Centers and receive universal available services (self-services) that are funded by WIA. Subsequently, each Workforce Investment Board in California was directed by the Employment Development Department (EDD) to develop a method for counting clients and tracking the use of universal services. The Orange County Workforce Investment Board determined that utilizing a scan-card system may be the most effective method for tracking universal services. In addition, the scan card system can be used to track enrolled clients who attend workshops and classes offered through the One-Stop Centers.		
County Executive Office											
1	810	Enterprise Architecture	\$ 750,000	\$ 300,000	\$ 0	\$ 0		\$ 300,000	Recommended. The purpose of this project is to start to Implement the county's enterprise architecture and shared components across the County as delineated from the County's IT Strategic Plan. This includes: enterprise infrastructure to support the enterprise shared services of Directory Services, Identity Management, Web Services, eForms, ePayments, Document Management, Common Business Rules, Decision Support (Business Intelligence) and GIS		
2	811	Enterprise Solutions for eLearning Tools	250,000	200,000	0		0	200,000	Recommended. This project will provide administrative, scheduling and reporting needs of Agencies/Departments for training and class scheduling.		
3	813	Process Standardization Training for County IT Staff	200,000	150,000	0		0	150,000	Recommended. The Internal Process Standardization program will provide training to County Agency Information Technology staff on standardizing IT processes. This training will ensure that Information Technology's ongoing maintenance and support use standard repeatable processes with measurable outcomes and formal process owners. The training will consist of a collection of best core practices including change management, configuration management, incident management, and service desk management.		





## Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts					Recommendations/Comments	
				Fund 038 Budget			Funded in Agency Budget			Total
				County General Amount	Fund 038 Budget		Amount	Agency/Source		
					Amount	Source				
4	707	Disaster Recovery/Business Continuity Plan	455,500	455,500	0		0	455,500	Funding for this project was approved by the Board from FY 06-07 through FY 10-11. Business Continuity Planning provides a structured approach to deal with the consequences of the loss of critical services, facilities, resources or operational processes in the event of an outage or catastrophic event. The County's Agencies and Departments have participated in Business Impact Analysis and Risk Assessments and have established strategies to mitigate the impacts of an emergency or a disaster. The County will continue to update recovery plans, implement mitigation strategies and conduct emergency drills to ensure the County is fully prepared for a catastrophic event.	
5	713	Enterprise Information Security	650,000	250,000	0		0	250,000	Recommended. This project is a continuous phase of the Countywide security program to ensure that the County's information systems and infrastructure are secure and that privacy and confidentiality regulations are maintained, an overall Countywide IT Security Program will be developed and maintained. This ongoing effort will require continued awareness training, hardware and software design and upgrade, and implementation, along with the labor and user training required to support such a program. Countywide implementation will include: Encryption Software that will secure data on specific County hard drives and laptops including a centralized data encryption management tool that allows control of security policies across the County; Biometric thumb drives; Enterprise roll-out of email encryption solution; Professional services to provide assistance in configuration, implementation and awareness and end-user training of Countywide security initiatives.	
6	712	Electronic Government	750,000	750,000	0		0	750,000	Recommended. The purpose of this project is to develop a new County web interface and search engine based on life-events to improve online delivery of County Services. During this phase of the project, the new web design will be implemented, improving web content management and customer delivery of key business processes, including internal HR forms and other outward-facing (to the public) agency processes.	

## Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts						Recommendations/Comments
				Fund 038 Budget			Funded in Agency Budget		Total	
				County General Amount	Fund 038 Budget		Amount	Agency/Source		
					Amount	Source				
District Attorney										
1	n/a	Data Exchange with Superior Court	\$ 33,851	\$ 0	\$ 0	\$ 0		\$ 0	0	Not Recommended. Phase one initially funded in FY 03-04 and FY 06-07, facilitated agencies to enter data into their respective records management system as a defendant moves through the judicial system. Unspent funds from FY 06-07 will be re-budgeted in FY 07-08. This project will enable data to be entered once and then shared electronically with between the District Attorney's office and the Superior Court. Data includes a copy of the complaint and supporting documents to be sent to the Superior Court and data regarding case status sent back to the District Attorney.
Health Care Agency										
1	n/a	Chemical Inventory	\$ 249,070	\$ 0	\$ 0	\$ 249,070	Fees	\$ 249,070		The objective of this project is to allow the sharing of Orange County business chemical inventories with Orange County responders. This project will provide chemical inventory data electronically to the emergency responder to use in making decisions.
Probation										
1	n/a	Electronic Field Book	\$ 688,000	\$ 0	\$ 0	\$ 688,000	NCC	\$ 688,000		The objective of this project is to provide an automated, unattended form of low risk probationer reporting through the use of a KIOSK.
2	n/a	KIOSK Reporting	150,000	0	0	150,000	NCC	150,000		The objective of this project is to provide an automated, unattended form of low risk probationer reporting through the use of a KIOSK.
3	n/a	Operating System Upgrade	1,800,000	0	0	1,800,000	NCC	1,800,000		Upgrade the operating systems of the Probation Department's servers. This is a multiple year project to migrate the AS/400 and COBOL based IMS and CMS applications from the AS/400 platform to an "Open Source" architecture.
Public Defender										
1	807	Orange County Justice Partners Wireless Project	\$ 350,000	\$ 150,000	\$ 0	\$ 0		\$ 150,000		Recommended. The purpose of this project is to create a secure and private wireless network at each of the Superior Court facilities that will be accessible to the OC Justice Partners (Public Defender, District Attorney, Probation Department, and Sheriff-Coroner. This will create a common wireless infrastructure that would only allow OC Justice Partner Agencies to access their respective networks.





## Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts						Recommendations/Comments
				Fund 038 Budget			Funded in Agency Budget		Total	
				County General Amount	Fund 038 Budget		Amount	Agency/Source		
					Amount	Source				
2	806	Enterprise Storage Upgrade	325,000	150,000	0		0		150,000	Recommended. The objective of this project is to install the hardware and software that will be necessary to upgrade the existing storage solution that will provide reliability, a disaster recovery solution and support the ever growing storage needs.
Sheriff-Coroner										
1	n/a	Jail Network Bandwidth Upgrade Project	\$ 130,000	\$ 0	\$ 0		\$ 130,000	Prop. 172	\$ 130,000	Provide a high bandwidth network connection to the Theo Lacy, James A. Musick, Orange County Data Center, and the new Tustin Training facility, using high quality 4.9 GHz point to point wireless connections.
2	n/a	Forensic Science Services Core Network and Backup Servers Replacement	120,000	0	0		120,000	50% Fund 14B, 50% NCC	120,000	Provide a high bandwidth network connection to the Theo Lacy, James A. Musick, Orange County Data Center, and the new Tustin Training facility, using high quality 4.9 GHz point to point wireless connections.
3	n/a	Storage system upgrade	975,000	0	0		975,000	Fund 13R	975,000	Provide a high bandwidth network connection to the Theo Lacy, James A. Musick, Orange County Data Center, and the new Tustin Training facility, using high quality 4.9 GHz point to point wireless connections.
4	n/a	Orange County Sheriff Department Network Infrastructure	200,000	0	0		200,000	Fund 13R	200,000	The current Cisco 2600 series routers that were purchased from 1999 to 2004 are no longer supported by Cisco and need to be upgraded to maintain Cisco hardware and software support.
Social Services Agency										
1	808	Imaging Project	\$ 620,230	\$ 74,428	\$ 0		\$ 545,802	50% State, 38%State	\$ 620,230	The SSA Imaging Project will convert client case records from paper documents to electronic images for storage and retrieval. Federal and State regulations mandate the Social Services Agency to retain all documents that established eligibility for the various benefit programs administered by the agency for a specified time period. Imaging is also need for other documentation related to Children and Family Services. The cost of client case record storage facilities has increased, resulting in the need for imaging technology. SSA plans to work with CEO-IT and utilize the County's Enterprise On Base Imaging system.



## Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts							Recommendations/Comments
				Fund 038 Budget			Funded in Agency Budget		Total		
				County General Amount	Fund 038 Budget		Amount	Agency/Source			
					Amount	Source					
Resources And Development Management Department											
1	n/a	Katella Yard Move	\$ 610,000	\$ 0	\$ 0	\$ 610,000	Sale of Property	\$ 610,000	The County property located at 1750 S. Douglas Road in Anaheim has been sold. This requires the relocation of Agricultural Commissioner, Public works, and Transportation and Watershed staff. IT infrastructure must be accomplished to provide for functioning of the County Storm Operations Center, Agricultural Commissioner inspections, Watershed compliance tests, and Transportation's maintenance of the Public Works heavy equipment fleet used for storm operations.		
Airport - Operating Enterprise											
1	n/a	Airport Telephone Switch (PBX)	\$ 500,000	\$ 0	\$ 0	\$ 500,000	Fund 280	\$ 500,000	The Airport Telephone Switch (PBX) is the core of an airport wide telecommunications system that includes desk to desk four digit dialing throughout the Airport; voicemail, automated attendant with speech recognition to allow callers to where they want to go quicker & reduce calls that end up being handled by the operators at the Airport. fax mail to allow fax transmissions to be kept confidential and copies of a fax can be easily sent to other individuals in the organization through email; unified messaging to facilitate easy retrieval of voice mail and email messages; automated call distribution to optimize the answering of calls at key answering points and system performance reports that will show how many calls went into queue; how many callers abandoned the queue; how much time each individual in an answering group spends on the phone; as well as other information which enables management to ensure the proper number of people and phone lines are available to handle the various volume of calls received during the business day. An Airport owned PBX places JWA in a position to offer telephone, voice mail & other voice services to tenants as part of the future CUSS implementation.		
Information Technology Internal Service Fund											
1	809	Hall of Administration Building, Network Infrastructure Upgrade	\$ 270,000	\$ 0	\$ 0	\$ 220,000	Fund 289	\$ 220,000	Upgrade the Hall of Administration network system to ensure that the network is scalable, reliable and secure. A reliable, secure and scalable network will support the ever-growing demands of the business and public customers for high band-width services such as video, audio and large data exchange. The current system is quickly becoming obsolete and soon unable to support the demands of the Hall of Administration customers.		





## Information Systems (Fund 038) Final Budget Recommendations (Continued)

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts						Recommendations/Comments
				Fund 038 Budget			Funded in Agency Budget		Total	
				County General Amount	Fund 038 Budget		Amount	Agency/Source		
					Amount	Source				
2	812	Identify Management and Single-Sign On	250,000	0	0	250,000	Fund 289	250,000	The purpose of this project is to develop the ability for Countywide Identity Management and Single-Sign-On to systems such as the pay-stub portal, eLearning tools, electronic timekeeping, document management, and case management.	
3	n/a	Network Upgrades n WAN 3, Router Replacement, & Converged Infrastructure	1,000,000	0	0	1,000,000	Fund 289	1,000,000	Complete the final phase of the County Network Infrastructure upgrade. County communications (voice, video, and data) are carried by a common network backbone. The current system is expensive, obsolete and unable to support the growing demands of the Agency and Department customers and the constituents they serve. The new network infrastructure will support the County's ever-growing network communication needs.	
4		Total	11,976,651	2,529,928	0	7,637,872		10,167,800		

## 038 - Data Systems Development Projects

### Summary of Proposed Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2005-2006		FY 2006-2007		FY 2006-2007		FY 2007-2008		Change from FY 2006-2007	
	Actual		Budget		Projected <sup>(1)</sup>		Recommended		Projected	
			As of 3/31/07		At 6/30/07				Amount	Percent
Services & Supplies	\$	14,293,779	\$	10,540,164	\$	8,885,373	\$	7,498,585	\$ (1,386,788)	-15.61%
Fixed Assets		500,798		5,080,000		3,132,829		3,052,425	(80,404)	-2.57
<b>Total Requirements</b>		14,794,577		15,620,164		12,018,202		10,551,010	(1,467,192)	-12.21
<b>Net County Cost</b>	\$	14,794,577	\$	15,620,164	\$	12,018,202	\$	10,551,010	\$ (1,467,192)	-12.21%

(1) Requirements include prior year encumbrance and expenditures. Therefore, the above totals may not match FY 2006-07 projected requirements included in "At a Glance" (Which exclude these).

Columns may not total correctly due to rounding.